

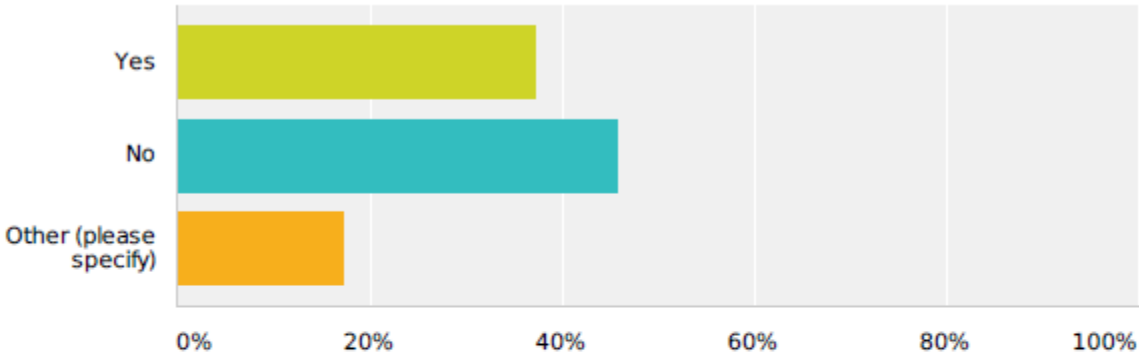


Hearing Aid Compatible Mobile Phone Survey

Launched: December 5, 2012
Closed: December 19, 2012

Total Submitted: 716

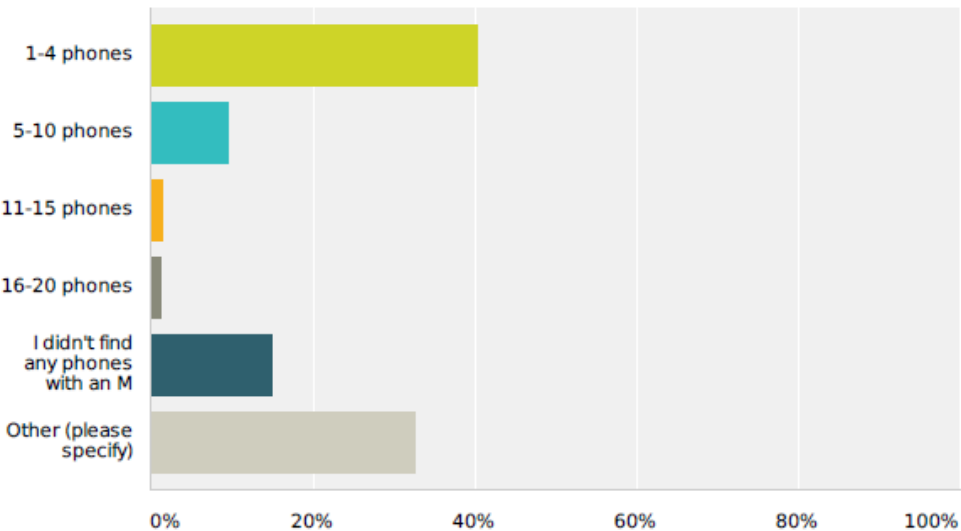
Q1 - Did you need to visit more than one store and/or more than one service provider to find a phone that worked with your hearing aid and had all the features you wanted in the phone?



Answer Choices	Responses	
Yes	37.15%	266
No	45.67%	327
Other (please specify) (123)		
Total	716	

Q2 - When you searched for a mobile phone in a store, did you find an adequate number of phones with an M rating that worked with your hearing aid's microphone setting and had all the features you wanted in the phone?

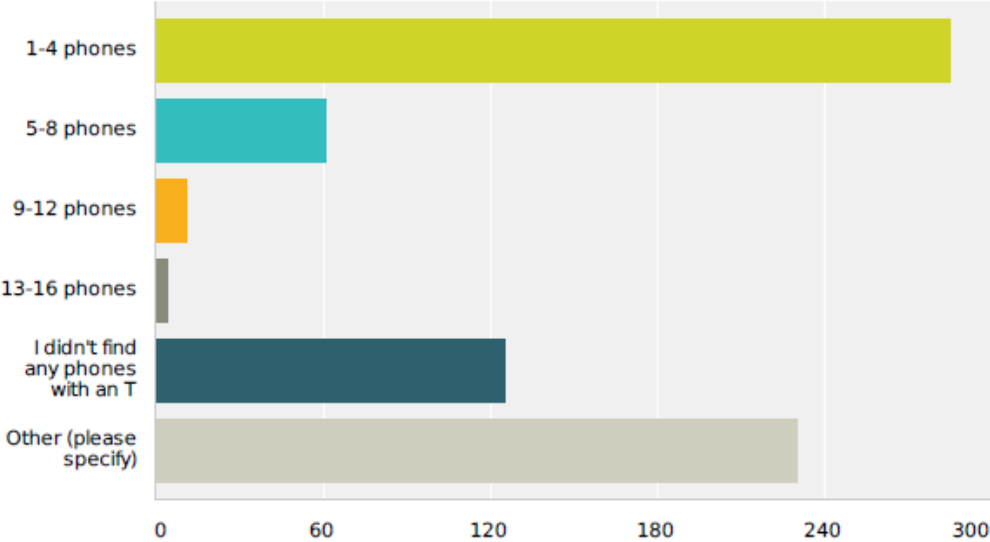
NOTE: “M” refers to the cell phone’s rating for its interference potential. The higher the “M” rating (M1-M4) of the phone the more likely it is you will be able to use the phone with your hearing aid on the microphone setting.



Answer Choices	Responses	
1-4 phones	40.36%	289
5-10 phones	9.50%	68
11-15 phones	1.40%	10
16-20 phones	1.12%	8
I didn't find any phones with an M rating that worked with my hearing aid or cochlear implant.	14.94%	107
Other (please specify) (234)		
Total		716

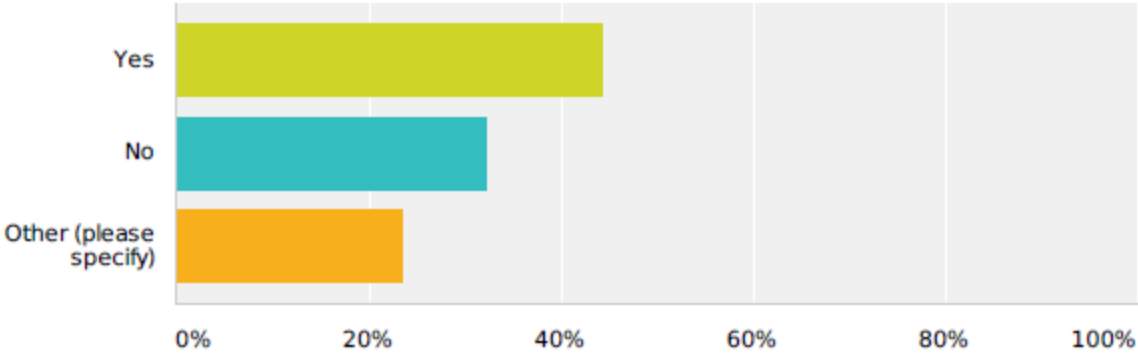
Q3 - Were you able to find an adequate number of phones in each store you visited that had a T rating that worked with your hearing aid's telecoil and had all the features you wanted in the phone?

NOTE: “T” refers to the cell phone’s ability to couple with a hearing aid’s telecoil. The higher the “T” rating (T1-T4) of the phone the more likely it is you will be able to use the phone with your hearing aid on the telecoil setting.



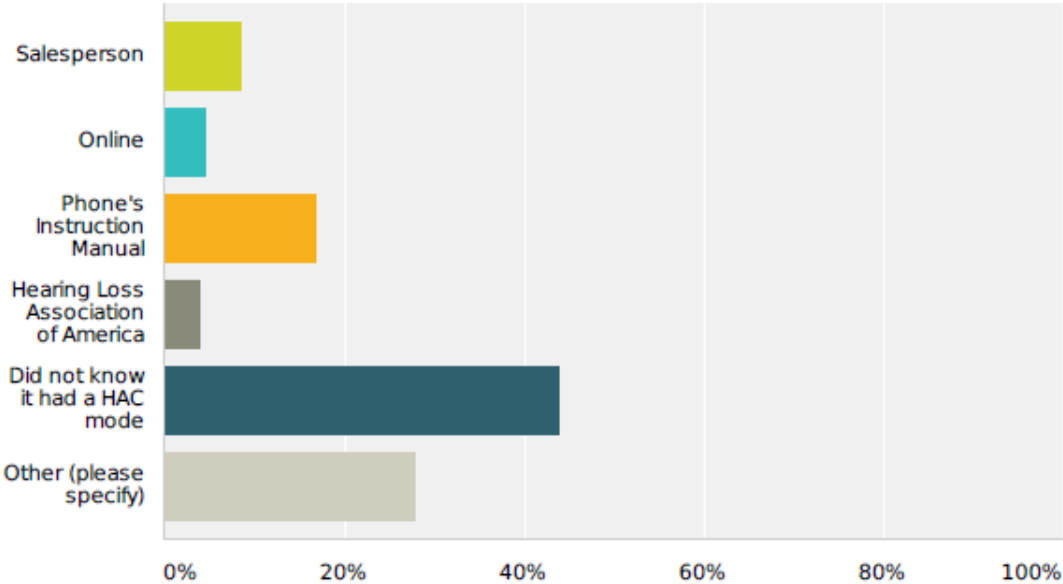
Answer Choices	Responses	
1-4 phones	39.80%	285
5-8 phones	8.52%	61
9-12 phones	1.54%	11
13-16 phones	0.56%	4
I didn't find any phones with an T rating that worked with my hearing aid or cochlear implant.	17.46%	125
Other (please specify) (230)		
Total		716

Q4 - Did the M and T ratings help you choose the phone that worked best for you?



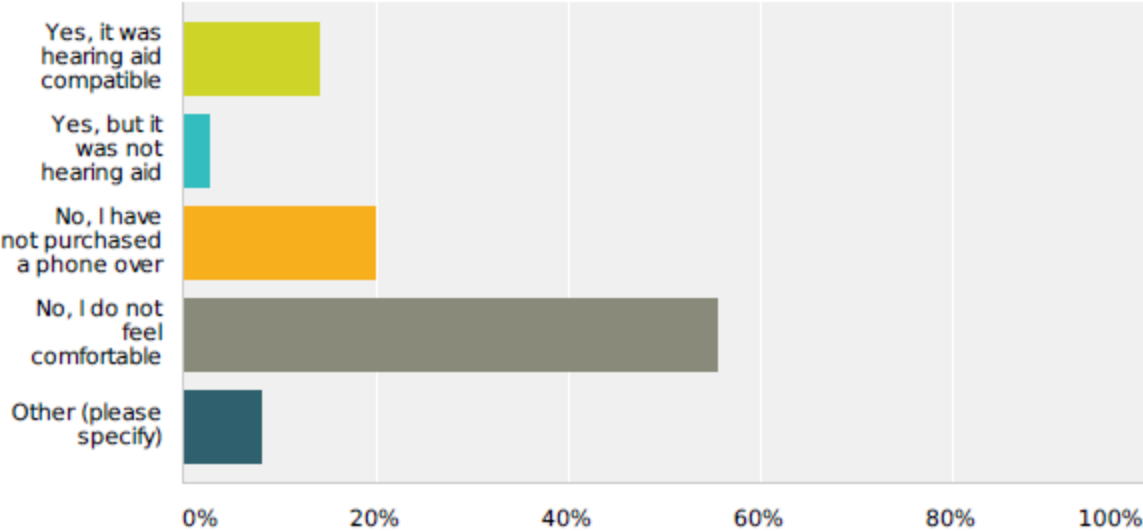
Answer Choices	Responses	
Yes	44.27%	317
No	32.26%	231
Other (please specify) (168)		
Total	716	

Q5 - If your phone has a setting for hearing aid compatibility (HAC), how did you learn how to change the setting?



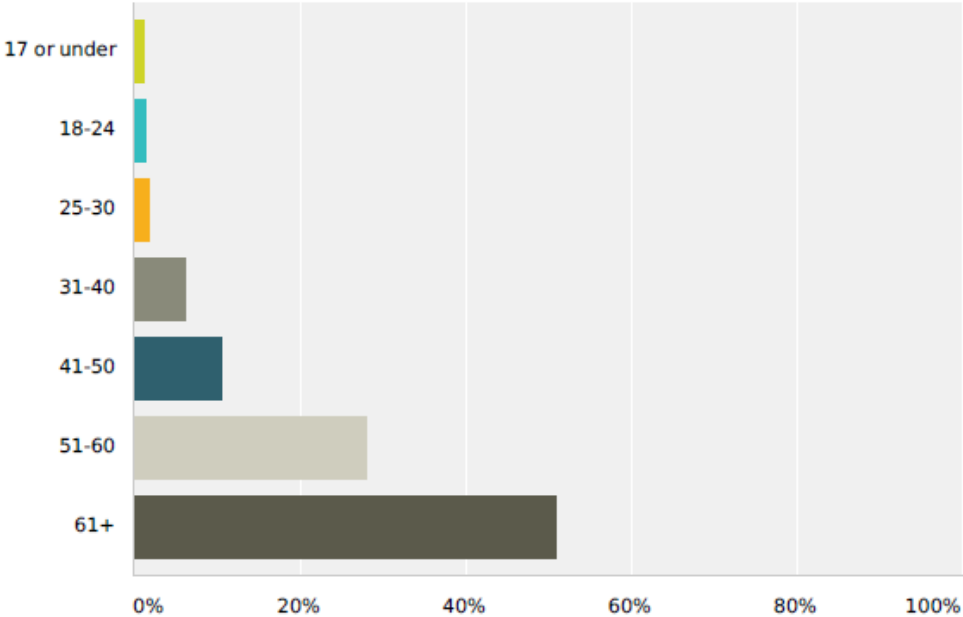
Answer Choices	Responses	
Salesperson	8.38%	60
Online	4.47%	32
Phone's Instruction Manual	16.76%	120
Hearing Loss Association of America	3.91%	28
Did not know it had a HAC mode	43.85%	314
Other (please specify) (199)		
Total Respondents: 716		

Q6 - In the last year, have you purchased a phone using the Internet?



Answer Choices	Responses	
Yes, it was hearing aid compatible	13.97%	100
Yes, but it was not hearing aid compatible	2.51%	18
No, I have not purchased a phone over the Internet in the last year, but would feel comfortable doing so	19.83%	142
No, I do not feel comfortable purchasing a phone over the Internet	55.59%	398
Other (please specify) (58)		
Total		716

Q7 - Let us know your age



Answer Choices	Responses	
17 or under	1.12%	8
18-24	1.40%	10
25-30	1.68%	12
31-40	6.15%	44
41-50	10.61%	76
51-60	28.07%	201
61+	50.98%	365
Total		716

Q8 Comments

Answered: 406 Skipped: 310